

## COMMON COMPLAINTS

What would you do in each of these situations?

### A. In a Taxi



The driver tries to charge you too much.

### B. at the cleaners



The dry cleaner shrinks your favorite sweater.

### C. at a food store



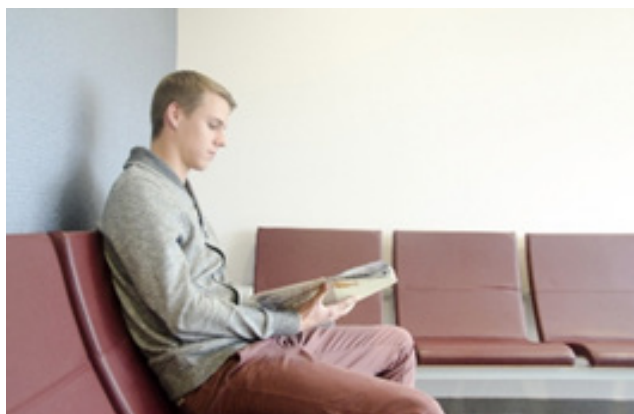
You buy some milk and when you open it, you discover it has already gone sour.

### D. at a restaurant



Your food is undercooked.

### E. your doctor



You have to wait a long time for your doctor's appointment.

### F. your landlord



The sink is leaking, and your landlord won't fix it.

Have you ever had any of these complaints? Which ones?  
What other complaints have you had?

## COMMON COMPLAINTS

Here are some expressions you can use when complaining:

- I have a complaint to make...
- Sorry to bother you, but...
- I'm sorry to say this but...
- I'm afraid I've got a complaint about...
- I'm afraid there is a slight problem with...
- Excuse me but there is a problem about...
- I want to complain about...
- I'm angry about...

Make some examples using the expressions given above.

Example: I'm afraid I've got a complaint about the milk I bought in your shop. It has gone sour.

Student A: \_\_\_\_\_.

Student B: \_\_\_\_\_.

Student C: \_\_\_\_\_.

Student D: \_\_\_\_\_.

### Role Play

Choose a partner and act out the dialogue. Try to think of other complaints. Use the positive/negative response to complaints.

A: I have a complaint to make. I bought a new table from your store but when it was delivered I noticed the top was damaged.

B: I'm really sorry; we'll do our utmost/best not to make the same mistake again.

### Discussions

Answer the following questions.

1. Are you the type who complains a lot?
2. In what manner do you complain? polite? aggressive?
3. Do men complain more than women, or otherwise?

#### Positive response to complaints

I'm so sorry, but this will never occur / happen again.

I'm sorry, we promise never to make the same mistake again.

I'm really sorry; we'll do our utmost/best not to make the same mistake again.

#### Negative response to complaints:

Sorry there is nothing we can do about it.

I'm afraid, there isn't much we can do about it.

We are sorry but the food is just alright.

